

Division of Long Term Supports and Services Bureau of Developmental Services

**Systems Work Information Session
March 2022
Sandy Hunt**



Topics for this Information Session

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1. Intro

- Engagement Principles
- Information Sessions in FY 2022
- Driving Values

2. Waiver Changes

3. Public Engagement

- Ways to Get Involved
- Resources

4. Questions



Information Session Engagement

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We appreciate your patience as we get better at hosting these sessions!

What We've Heard

The community...

1. Wants to have more active engagement with this project
2. Has questions that deserve answers
3. Feels limited by our current Zoom set up
4. Wants a record of this information

What We're Working On

The Department...

1. Wants to better communicate and build trust
2. Is posting information to a website monthly (Meeting presentations, minutes, recordings, FAQs, and other resources)
3. Is working on website updates that will make posting things faster. (We don't like the delays either)
4. Plans to share fact sheets about the initiatives
5. Reads your emails! And encourages you to send more feedback to ddsystemswork@dhhs.nh.gov

Things We're Trying in this Meeting

This meeting, we're going to...

1. Use the Q&A function to organize *questions*
2. Moderate the chat and respond to *comments*
3. Share agendas for future meetings, so you can plan your attendance
4. Share a survey link where you can propose ideas for our upcoming sessions

Today, our main goal is to provide information about the waiver changes. We also want to hear feedback from the community on this information.

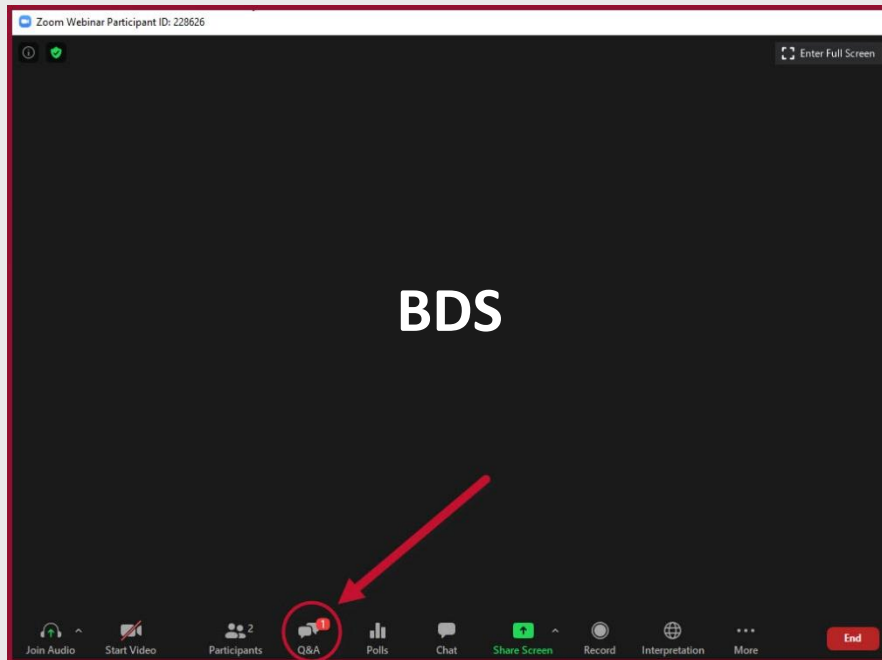


Zoom Reminders

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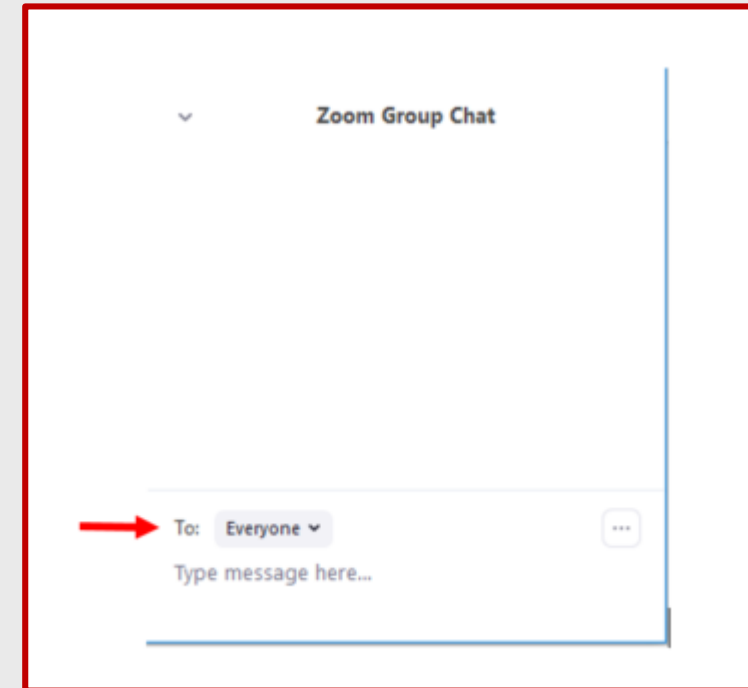
Questions

Please use the Zoom Q&A feature to ask any questions you have about the work.



Comments

Please send your comments in the chat to everyone. BDS staff will monitor and respond in real time.



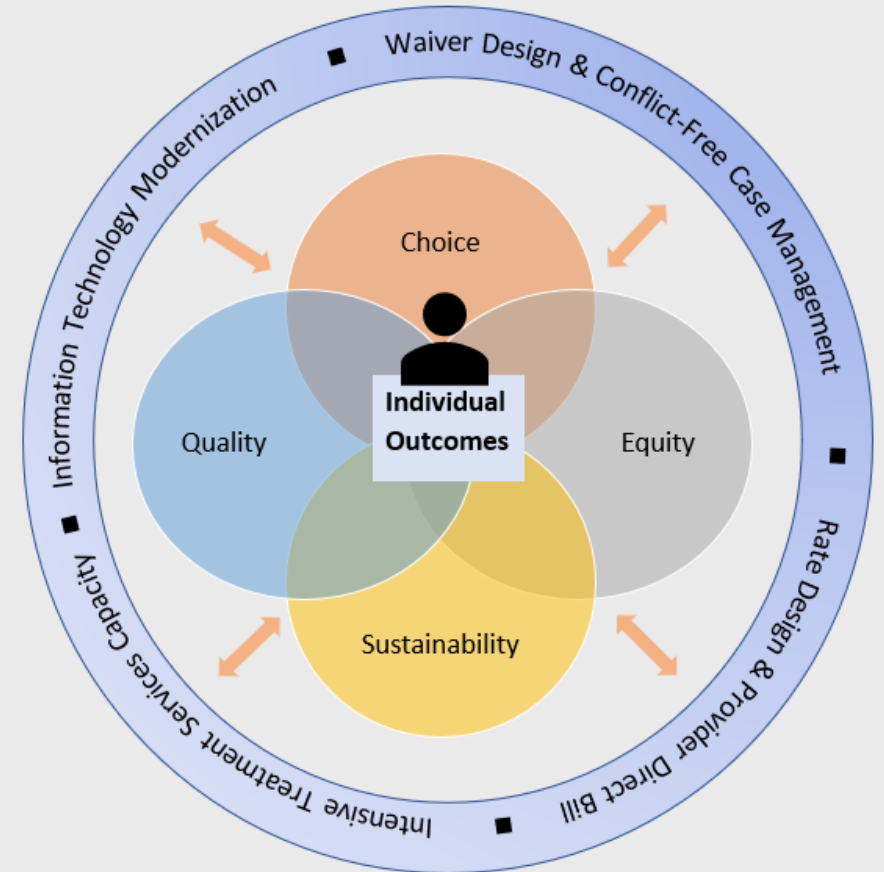
BDS Values and Driving Principles

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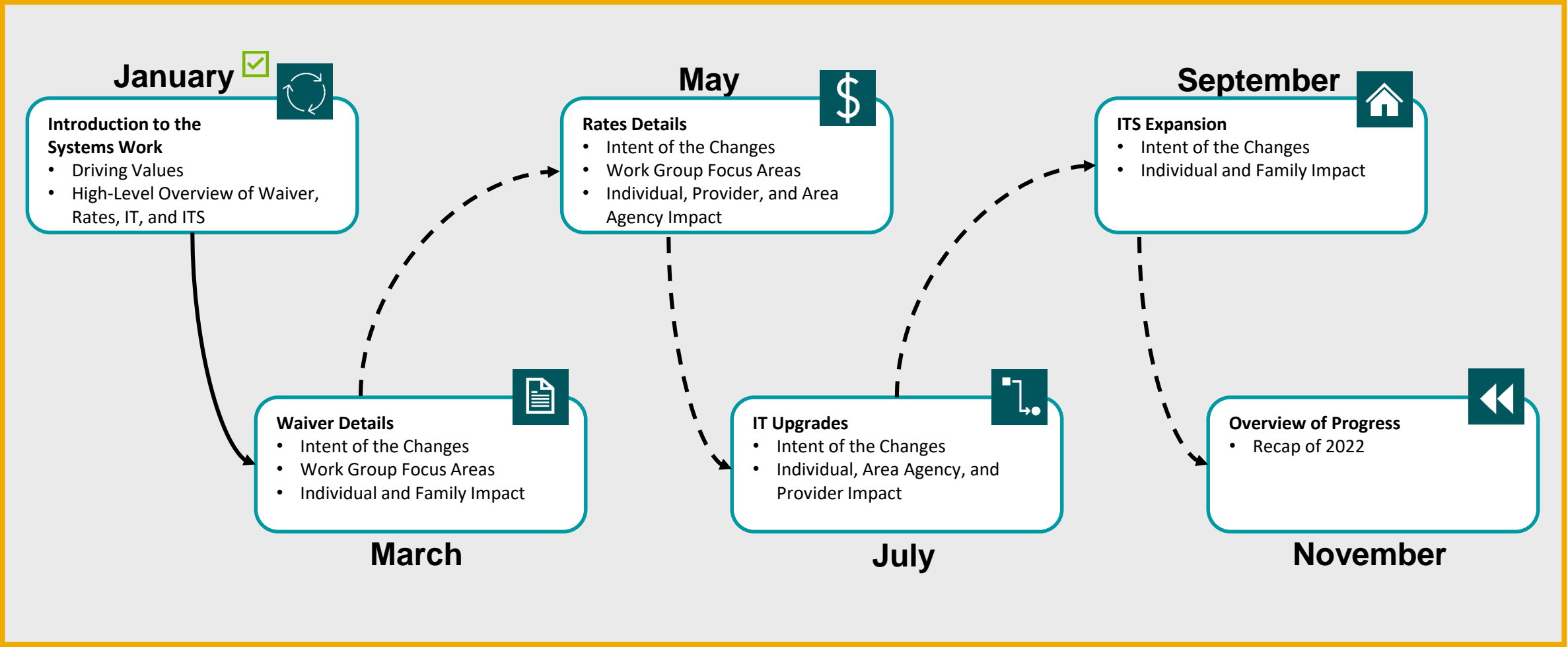
BDS has long promoted and operated under the values of:

- Self Determination
- Individual Control and Responsibility
- Promoting Health and Well Being
- Meaningful Community Participation
- Meaningful Engagement with People Receiving Services

These values are driving BDS Systems Work.



Information Sessions in 2022

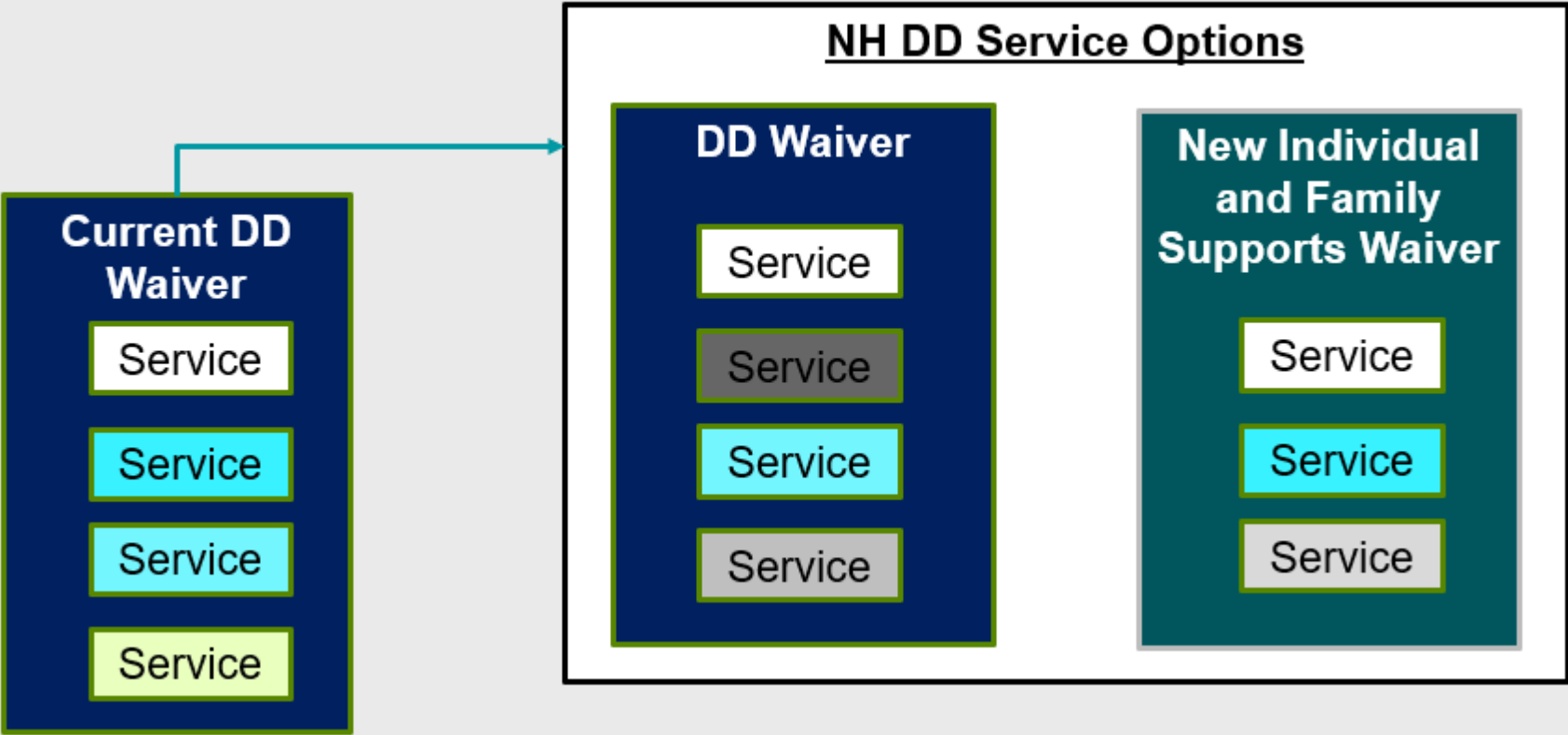


Waiver Changes



New Hampshire DD Waivers and Services are Expanding

New Hampshire is building a new service menu...



Why are We Making Changes?

Current DD Waiver Challenges

- Limited service options
- Overly broad definitions and leveling system
- Challenges in developing appropriate reimbursement rates
- Challenges defending and projecting future service need and cost

Opportunities of Changing the Waivers

- ✓ Increase service options to support a whole life trajectory
- ✓ Promoting independence and family-based support models
- ✓ Defined services to promote better rate development and adequacy
- ✓ Separating similar services into separate waivers to promote better informed choice and decision-making during Individual Service Agreement (ISA) development



How Two Waivers Support Individuals

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You should have options to actively plan your services at every point in your life. An Individual and Family Supports Waiver is a new tool for you to use as you navigate life.

Sometimes, an individual might be best served by services on the Individual and Family Supports Waiver



---But, as an individual's needs change, services on the DD waiver could be a better fit



There Are Still Things We Don't Know

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The Department is moving forward with these changes, but many details are still in-development.

Things we don't know:

1. What services will be on the Supports Waiver / What services will be on the Comprehensive Waiver/ What services will be on both waivers
2. How many total services will be on NH DD waivers
3. If limits will be developed for a waiver
4. What attributes will define each service
5. What provider qualifications will be for each service
6. If the state will add supports for DSP training platforms
7. If the state will add supports for workforce development solutions
8. How policy, if necessary, will be updated to align with the developments
9. What process will exist for waiver transitions
10. What exceptions process will exist for outlier cases



We just talked about why we're adding a Family and Individual Supports Waiver. Do you have any questions about why we're doing this?

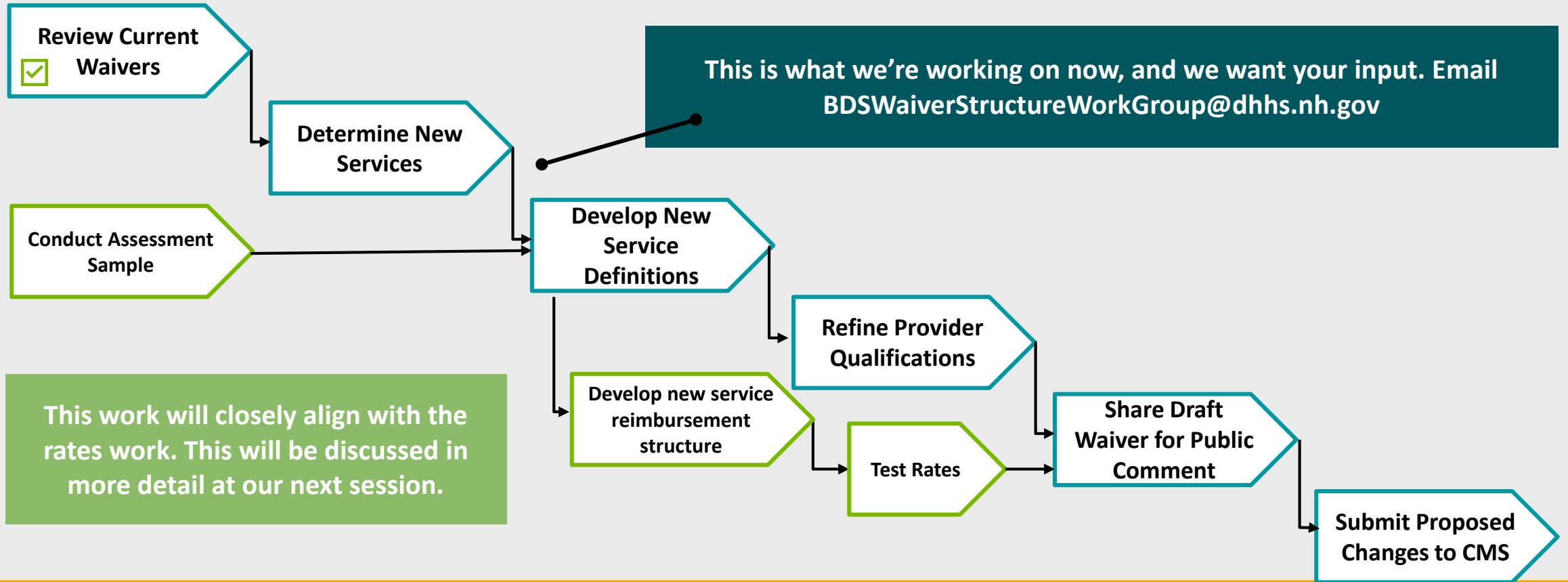
Reminder! Put your questions in the Q&A box, please!



A New Waiver | How Do We Make it Happen?





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BDS and the Waiver Work Group are working together to redesign services.



A New Waiver What to Expect

This work is going to take place over many years. In the future you can expect that...

-  **New Services will be funded.** Services will change. Some existing services will have new definitions. New services will be added.
-  **Service Planning will look different.** The new service menu will support service planning by offering more options with clearer definitions. Person-centered planning is not going away!
-  **Rates will change.** BDS, Myers and Stauffer (a rate vendor), and the rates work group are developing new rates. These new rates will support the new services.
-  **Your budget will be based on a needs assessment.** As part of the planning process, your funding will be tied to your assessment score.



Questions/ Comments

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We just talked about what we have to do as we develop an Individual and Family Supports Waiver. Do you have any questions about what we're going to do?

Reminder! Put your questions in the Q&A box, please!



Community Engagement



Ways to Get Involved - Meetings

BDS is hosting a series of public work groups, meetings, and information sessions.

The Waiver Workgroup...

will meet on the first Tuesday of the 1st full week each month.

The Rates Work Group...

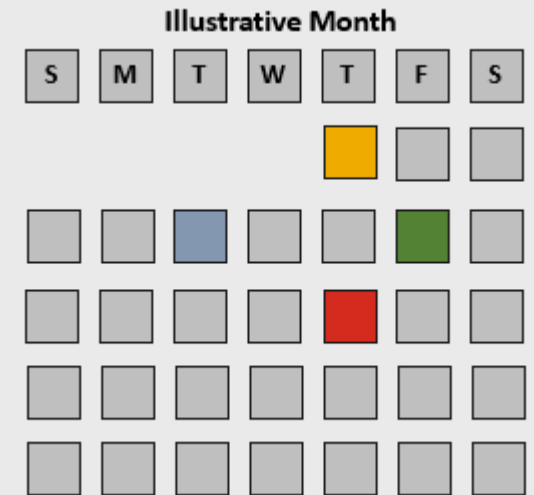
Will meet on the first Friday of the 1st full week of each month.

The BDS Systems Advisory Committee...

Will meet on the first Thursday of the 2nd full week of each month.

These Information Sessions...

Will meet on the first Thursday of the 1st week of every other month.



Ways to Get Involved Cont.

BDS is hosting a series of public work groups, meetings, and information sessions.

Information about these meetings including the presentations, meeting notes, and recordings is posted monthly on <https://www.dhhs.nh.gov/dcbcs/bds/systems.htm>.

You can contact the us here:

- General: DDSystemsWork@dhhs.nh.gov
- Waiver Work Group: BDSWaiverStructureWorkgroup@dhhs.nh.gov
- Rates Work Group: BDSRateStructureWorkgroup@dhhs.nh.gov
- Advisory Committee: BDSAdvisoryCommittee@dhhs.nh.gov


BDS is interested in working together with more self-advocates. If you're a person receiving BDS-funded services who is interested in engaging in a work group, please contact us at DDSystemsWork@DHHS.NH.Gov



Resource Example

To help spread the word about these changes, we’re finalizing “Fact Sheets.” Here’s a picture of something we’ll share soon.

Front Page



BDS
Systems
Work

Developmental Disabilities (DD) Waiver Services
Creating an Additional DD Waiver

Supported by NH DHHS

To pay for services for people with developmental disabilities (DD), the New Hampshire(NH) state government operates a “DD Waiver.” The DD Waiver includes services with broad definitions. While this gives providers a lot of service flexibility, the broad definitions make services inconsistent across the state. To offer more services to families and help improve equity for all families, the Department of Health and Human Services (DHHS) and the Bureau of Developmental Services (BDS) will operate two waivers for DD services moving forward - the DD Waiver and a new Individual and Family Support Waiver.

What Does Having a New Waiver Mean for People?

The two waivers will align the supports each person can receive with available services. The Individual and Family Support Waiver will include additional services but will not include 24/7 residential supports. People will be assigned to the waiver that best meets their needs.

The DD Waiver will likely continue to provide 24/7, staffed-residence services to individuals. The Individual and Family Support Waiver will be designed to support the person and their family to live as independently as possible in the community. Services on a Supports Waiver are focused on supporting the person in their own home. Some services, like Enhanced Family Care, could be appropriate for the new waiver.

While adding a second waiver is underway, as of February 2022, which services will be on each waiver is still being reviewed with stakeholders. Click [here](#) to learn more.

NH is building a new menu...

Current DD Waiver

Service

Service

Service

Service

NH DD Service Options

DD Waiver

Service

Service

Service

Service

New Individual and Family Supports Waiver


Service

Service

Service

Last Updated: February 2022

Back Page



BDS
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Developmental Disabilities Waiver Services
Creating an Additional DD Waiver

Supported by NH DHHS

What Led Us Here

- Stakeholders have identified that services may not be delivered with consistency.
- A new waiver provides an opportunity to create some new services and to better define current services to promote equal access.

Intended Individual and Family Impact



- Waiver assignment will meet an individual's specific needs.
- The system will provide equal access to services.
- The waivers will have clear service definitions.
- Services will change. Some existing services will have new definitions and new services will be added.
- People will be able to change between waivers when their needs change.

Where Can I Learn More and Provide Feedback?

<https://www.dhhs.nh.gov/dcbcs/bds/systems.htm>



Before We Leave, a Few Quick Questions

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1. Was this information session helpful?

- a. Yes
- b. Yes, but I still want to know more
- c. No

2. What topics are you interested in learning more about?

[Open ended]

3. What email should we use to send you updates about the work?

[Open ended]



Next Steps

1. We will post this presentation on the website.
2. We will collect your questions and incorporate them into our FAQ- also posted on the website.
3. We will send out a survey where you can suggest ideas for the upcoming information sessions.
4. We will continue to try to develop ways for you to engage.

